National Practitioner Data Bank
Healthcare Integrity and Protection Data Bank

P.O. Box 10832, Chantilly, Virginia 20153-0832 • www.npdb-hipdb.hrsa.gov

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FACT SHEET ON ON-LINE AUTHORIZED AGENT REGISTRATION

The National Practitioner Data Bank (NPDB) and the Healthcare Integrity and Protection Data Bank (HIPDB)

Eligible entities may elect to have outside organizations query or report to the NPDB-HIPDB on their behalf. An outside organization that queries or reports to the NPDB-HIPDB on an entity's behalf is referred to as an authorized agent.

To submit queries and/or reports to the NPDB-HIPDB, authorized agents must first register with the Data Banks. Since April 28, 2003, authorized agent registration is conducted on-line. There are specific guidelines that hospitals and other eligible health care entities should ensure are followed when designating an authorized agent to query or report on their behalf.   For more information on authorized agents and guidelines, see the *Fact Sheet on Authorized Submitters and Authorized Agents*, available on the NPDB-HIPDB Web site at *www.npdb-hipdb.hrsa.gov*.

For more information on the Data Banks, see the *Fact Sheet on the National Practitioner Data Bank* and the *Fact Sheet on the Healthcare Integrity and Protection Data Bank*, available on the NPDB-HIPDB Web site.

Registering With The Data Banks

Before a registered entity can designate an authorized agent to submit queries and/or reports on its behalf, eligible agents must register on-line by accessing the NPDB-HIPDB Web site. If you wish to register, click the **Registration** icon on the NPDB-HIPDB home page (Figure 1). If you are already a registered authorized agent and wish to update your registration, you may do so using the Integrated Querying and Reporting Service (IQRS), available from the NPDB-HIPDB Web site.
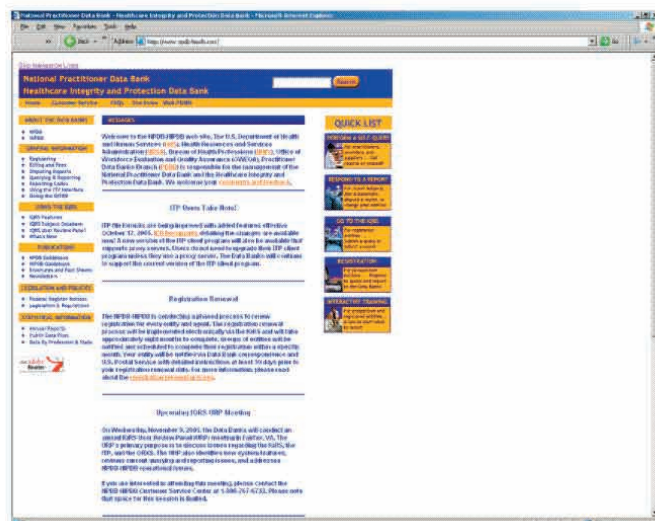

Figure 1. NPDB-HIPDB Home Page

From the *Registering with the Data Banks* screen, entities should click the Authorized Agent Registration Form link. On the *Agent Registration* screen (Figure 2), complete all fields. Click the **Help** button as necessary to access useful information for completing the registration.
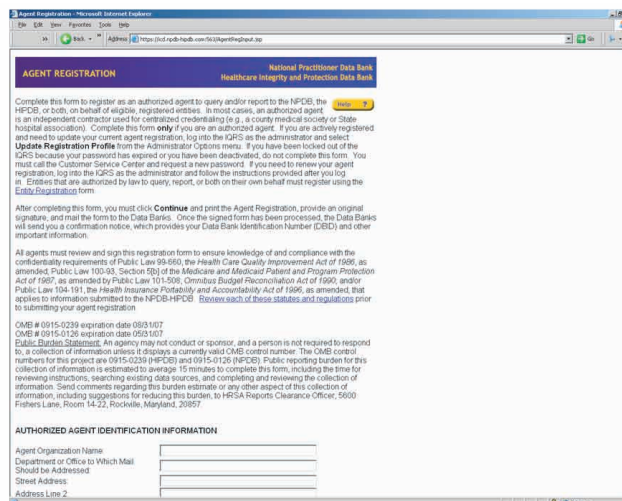

Figure 2. Agent Registration Screen

After verifying authorized agent requirements and completing the Certification section, click **Continue**. The *Registration Status* screen will display. After carefully reading the steps on this screen, click **Continue**.   The *Agent Registration* form will appear on the screen. Agents should do the following:

1. Print two copies of the *Agent Registration* form.

2. Sign and date one copy of the *Agent Registration* form.

3. Keep a copy for your records, and mail the signed *Agent Registration* form to the specified address. Send the signed form as soon as possible to ensure timely processing of information; if the form is not received within six months, the registration cannot be processed.

You will receive correspondence through the U.S. Postal Service confirming your registration. **Please do not enclose pre-paid, self-addressed envelopes for overnight return mail delivery. These envelopes will be returned to you unused.**

If your authorized agent organization is new to the NPDB-HIPDB, you will find your Data Bank Identification Number (DBID) and password on the *Agent Registration Verification* form mailed to you after your registration is successfully processed.

NPDB-HIPDB Assistance

For additional information, visit the NPDB-HIPDB Web site at *www.npdb-hipdb.hrsa.gov*. If you need assistance, contact the NPDB-HIPDB Customer Service Center by e-mail at *npdb-hipdb@sra.com* or by phone at 1-800-767-6732 (TDD 703-802-9395). Information Specialists are available to speak with you weekdays from 8:30 a.m. to 6:00 p.m. (5:30 p.m. on Fridays) Eastern Time. The NPDB-HIPDB Customer Service Center is closed on all Federal holidays.